

Des Moines County Emergency Management Agency Job Description

Position: Volunteer Coordinator/Emergency Management Assistant

Reports to: Emergency Management Agency Coordinator

FLSA Status: Part-time (28 hours per week), Non-exempt

Position Description Updated: June 30, 2023

SUMMARY:

Under general supervision of the Emergency Management Coordinator, provide program and administrative support to the Des Moines County Emergency Management Agency (EMA) and coordinate and manage the activities of the EMA volunteer team(s). Administrative support will include planning, coordination, training, public education, website management, and financial documentation along with the management of volunteer team(s) activities/events, meetings, reports, and documents. Perform other essential or required functions as assigned by the Coordinator.

EDUCATION, QUALIFICATIONS, AND SPECIAL REQUIREMENTS:

- An associate degree in business administration, emergency management, or a related field is preferred or any equivalent combination of experience and training that will have provided the required knowledge, skills, and abilities.
- Experience working with or serving on boards is preferred.
- Must possess and maintain a valid driver's license and be insurable under the Commission's liability coverage. Position will require use of personal vehicle for official business.
- Within one year of appointment completion of the ICS-100, ICS-200, and IS-317 online courses.
- Within two years of appointment complete the Community Emergency Response Team (CERT) Academy course and courses outlined in Iowa Administrative Code 605-7.4(4).
- Applicable position, department, organization, and professional training will be provided and must be completed upon hire and on an ongoing basis.
- Must successfully pass pre-employment physical and drug screen.
- Must consent to and successfully pass a criminal background check.

MAJOR JOB RESPONSIBILITIES AND DUTIES:

- Serve as primary point of contact in providing information and direction related to Agency's volunteer CERT program.
- Coordinate community events involving CERT volunteers.
- Recruit, interview and assist with training new CERT volunteers.

- Coordinate annual CERT Academy, monthly meetings/training, and annual exercise for volunteers.
- Review, update, and develop needed volunteer team documents.
- Maintains appropriate files on volunteers, events, activities, and track donated hours of volunteers.
- Coordinate annual volunteer awards program and create applications for state and local awards programs.
- Coordinate completion of required paperwork for volunteer team's 501(c)3 status.
- Record and process accounts payable claims and accounts receivable receipts.
- Assist with and conduct public education/outreach offerings through the development of presentations, printed literature, public speaking, community awareness campaigns, public educational booths, and training programs.
- Maintain the Agency's website and assist with the Agency's social media pages.
- Coordinate the identification card system (Salamander) and assist departments with data entry and printing requested cards.
- Become familiar with and maintain the Des Moines County Alerts system.
- Function as a liaison for the Agency, attend interagency meetings as directed by Coordinator, and promotes partnerships with private sector/non-profit organizations.
- Assists with the planning, maintenance, implementation, review, and exercising of the County Comprehensive Emergency Management Plan and other plans, as required.
- Participates and assists with preparations of agendas, supporting documentation and minutes of meetings associated with Agency operations.
- Assists in the tracking of office resources and inventory of volunteer team supplies.
- Assists the Emergency Management Coordinator with on-scene and Emergency Operations Center (EOC) activities related to response/recovery operations in the event of emergency, disaster, or pre-planned events.
- Attends and seeks continuing education and professional development at meetings, schools, and seminars.
- Perform other related duties as the need is identified.

KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to manage, direct, evaluate, and coordinate volunteers.
- Basic knowledge of emergency management principles and practices, including planning and exercise development.
- Ability to consistently be at work and on time, be flexible on work schedule, and to work non-standard hours in order to attend meetings, participate in scheduled activities, and respond to actual emergencies.
- Extensive experience and proficiency with computers and associated software is paramount to this position; Specifically, Microsoft Office Programs (Excel, Word, Access, Outlook, Publisher, and PowerPoint) and Google Docs.
- Ability to establish/maintain effective working relationships/rapport with local partners and the general public.

- Ability to effectively and pleasantly communicate and to provide exceptional customer service in person, on the phone, in writing, and electronically.
- Ability to write, edit, and create professional documents and educational presentations.
- Ability to design, create and maintain web pages and online forms and databases.
- Ability to effectively market and promote Emergency Management Agency and volunteer programs and activities via traditional, web, and social media outlets.
- Familiarity with the structure/purpose of local, state, and federal public safety agencies/organizations.
- Basic knowledge of the workings of county government.
- Knowledge of and the ability to apply all local, state, or federal laws as they are related to the Emergency Management Agency/Commission.
- Ability to follow policies and procedures; complete administrative tasks correctly and on time; and support organization's goals and values.

ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Regular and reliable attendance at work reporting location is an essential function of this job.

Work is generally performed indoors in an office setting and requires some physical activity including extended periods of sitting and typing on a keyboard or ten key, walking, kneeling, bending, crouching, reaching, stooping, and climbing. An incumbent must have the ability to transport themselves to and from various locations throughout the main office building and meeting/training locations. This work occasionally requires exposure to outdoor inclement weather conditions (wet, hot, cold, etc.) and working near moving vehicles and generally is moderately noisy (e.g., business office, light traffic).

An incumbent must have the ability to frequently push, pull, lift and/or carry equipment, supplies and other materials weighing up to 20 pounds, and to occasionally push, pull, lift and/or carry equipment, supplies and other materials weighing up to 50 pounds. An incumbent must also possess the hand-eye coordination and manual dexterity to use hands and arms to reach, handle, grasp and feel, operate standard office equipment and any other equipment that is used to perform the essential functions of this job.

Work hours will be required before and after normal business hours, including occasional weekends, with a schedule on average of 28 hours per week. Some outside of the county and/or state travel may be required. Required hours may be no-notice and extended or involve irregular during emergency situations.

Incumbent must have a cell phone with text and internet capabilities.

Incumbent must have clarity of speech and hearing which permits effective communication and have sufficient vision which permits moderate production and review of a wide variety of materials both in electronic and hardcopy formats.

Work requires interaction with the general public and may be stressful when dealing with the population served by the department, meeting deadlines and/or responding to emergency or disaster situations.